



DECLARATION OF
SERVICES TO
VICTIMS

JURIPOP
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1. NAME OF THE ORGANIZATION

Juripop

2. OUR MISSION

Our mission is to ensure access to justice in order to guarantee the respect, autonomy and dignity of individuals and to contribute to the achievement of a just, egalitarian and inclusive society.

3. OUR VALUES

Courage

Benevolence / Kindness

Agility

Inclusion

Creativity

4. OUR SERVICES FOR VICTIMS

- **DEVELOPPING OF INNOVATIVE PRACTICES**

DOMESTIC VIOLENCE AND POST-SEPARATION

Juripop has the objective of documenting barriers to access to justice and developing the best legal practices. To this end, Juripop represents a limited number of victims and survivors in family and youth courts free of charge.

We offer a program at the intersection of psychosocial and legal intervention that combines, among other things, an ongoing analysis of the risk of aggravating post-separation violence.

SEXUAL VIOLENCE

Juripop has the objective, in civil and administrative matters, to document barriers and develop best legal practices to better meet the needs of victims and survivors of sexual violence.

To this end, Juripop will begin representing a limited number of persons for free in September 2022.

- **LIST OF LAWYERS SPECIALIZED IN CONJUGAL AND SEXUAL VIOLENCE**

Juripop trains private lawyers on domestic violence and sexual violence and makes their contact information available to anyone seeking a trained lawyer.

5. OUR COMMITMENTS TO YOU

Juripop is committed to offering a respectful and caring service that respects the pace of everyone.

Juripop believes in the agency of the people who require its services and is committed to providing all the information necessary so that the person can make the choices that are right for them at all stages of the services they may require.

Juripop also undertakes to consider the security issues surrounding the person and to ensure that there is a minimum safety net around her.

Juripop is committed to adopting an approach that is sensitive to the needs of the victim.

6. COMPLAINT MECHANISM

a) The person responsible for receiving complaints

The person responsible for handling complaints is Me Justine Fortin, Director of Sexual and Domestic Violence Programs. In her absence or unavailability, this role is held by Me Sophie Gagnon, Executive Director of Juripop.

b) The procedure for making a complaint

To file a complaint, we invite you to complete the [following form](#).

The process can be done completely anonymously, if desired.

c) The right of the victim to be informed of the outcome of his/her/their complaint

In accordance with section 4 *of the Act to assist persons who are victims of criminal offences and to facilitate their recovery*, a victim has the right to be informed of, among other things, any complaint process and its outcome, if any.

d) The time it takes to process a complaint

A maximum of thirty (30) days may be required to process a complaint.

7. CONTACT INFORMATION AND OFFICE HOURS

Head office: 2005 Plessis Street, Suite 300, Montreal, H2L 2Y3

Telephone: 1-855-JURIPOP

Fax: (450) 845-1667

Email : info@juripop.org

Our office hours are : 9:00 am to 12:00 pm and 1:00 pm to 5:00 pm

8. DATE OF ADOPTION (OR REVISION) OF THE SERVICE STATEMENT

June 30, 2022.